

MAXIMUS Health Services, Inc.

Questions Submitted on January 23, 2015 Request for Proposal – Solicitation No. 15-14275 Maryland Medical Assistance: Managed Care Enrollment Broker Services

Question Number	RFP Page Number	RFP Section Reference Number	MAXIMUS Question	DHMH Response
1.	N/A	General	Are 39 staff the total number of FTEs that the current vendor has for its entire operations?	The current Contractor employs an average of 39 FTEs to staff its general operations.
2.	N/A	General	Are seasonal staff related to ACA open enrollment included in the 39 FTE totals?	As previously stated, an average of 39 FTEs support current contract requirements.
3.	52	3.2.7.8	<u>Requirement 3.2.7.8 states:</u> Submit this Disaster Recovery and Business Continuity Plan as part of the Transition Phase Work Plan. Can the State please confirm that the requirement is to submit the Disaster Recovery and Business Continuity Plan after contract award – during the transition phase (dates to be determined)?	Yes, the requirement is to submit the Disaster Recovery and Business Continuity Plan after contract award – during the transition phase (dates to be determined).
4.	52 And 86	3.2.7.7.G And Attachment A, #24	3.2.7.7.G states: <i>“Maintain appropriate records for a period of seven (7) years or until the end of the Contract term...”</i> Attachment A states: <i>“The Contractor and subcontractors shall retain and maintain all records and documents relating to this contract for a period of five (5) years after final payment by the State...”</i> Can the State please clarify their records retention expectations for the	To clarify, as required by the Center for Medicare and Medicaid services, the Contractor and subcontractors shall retain and maintain all records and documents relating to this contract for a period of five (5) years after final payment by the State.

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			contract?	
5.	N/A	General	Understanding that there is no requirement for special outreach for Rare and Expensive Case Management recipients, is the Department assuming the responsibility of managing the enrollment of this populations?	For the purposes of this contract, the Contractor will not be responsible for providing special outreach for Rare and Expensive Case Management recipients.
6.	48	3.2.7	Regarding the requirement that the operation must be located within 5 miles of the State Office Complex, may some enterprise-level infrastructure be located out of this designated area? Examples include the contractor's phone system and hosting of database servers in the vendor's corporate data center.	Yes, the Contractor's phone system and the hosting of database servers may be located physically outside of the 5 mile State Office Complex proximity requirement.
7.	Amendment 1	Amendment 1	Amendment 1 indicates that we should include addendum acknowledgement with our proposal submission addressed to Patricia Rutley-Johnson. However, the RFP states that proposals are to be sent to Theresa B. Ammons. Please clarify.	Please send addendum acknowledgement with you proposal submission to Theresa Ammons, Contract Officer.
8.	135	Attachment G-1	Attachment G-1 line 1, requires a Contract Number. Should we include the solicitation number in this field instead?	Yes, please include the solicitation number on line 1 of Attachment G-1.